

GRIEVANCE PROCESS FLOW CHART

Foster Parent (FP) files Form 80 with the County Director initiating the official grievance. DFCS acknowledges receipt of the grievance via Form 81. The FP is informed of their right to have an AFPAG advocate and given contact information, if requested.



Local DFCS has 10 working days to make a determination/decision. Within this timeframe, a staffing (including all pertinent staff, the foster parent and advocate, if requested) should be held unless the grievance can be resolved without one; and a determination letter sent to the foster parent.



Grievance is successfully resolved.

OR



If the foster parent, determines that the complaint was not resolved within 10 working days **OR** does not feel that there was a timely response **OR** that a satisfactory resolution to the problem was presented, then the foster parent can send the complaint to the State DFCS Director or his/her designee (STEP TWO) utilizing Form 82.

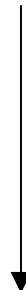


Receipt of grievance acknowledged via Form 83; The State Division Director/designee has 10 working days from receipt of the complaint to reach a resolution and send a written response.



Grievance is successfully resolved.

OR



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If the foster parent, determines that the complaint was not resolved within 10 working days **OR** does not feel that there was a timely response **OR** that a satisfactory resolution to the problem was presented, then the foster parent can send the complaint to the State Mediation Committee (STEP THREE).



The State Mediation Committee facilitates a review with all parties and renders a finding. The finding is sent to the State Division Director.



The State Division Director has 15 working days to provide a written response to the SMC findings.



Upon review of the State Division Director's response, the SMC sends out a final response to all parties (county, state and foster parent).



Grievance is closed to further review from DFCS, OCA, AFPAG and the State Mediation Committee.